

COMMUNICATIONS CENTERS CONSOLIDATION PLANNING SERVICES

If your agency is looking for a more strategic approach to dispatch and emergency operations, consolidation may be the answer.

Consolidation – either virtually or brick-and-mortar – can provide greater interoperability, stronger redundancy and more strategic disaster recovery preparedness. It can also offer improvements in both service quality and cost performance through the advantages of economies of scale.

But creating a strategy for consolidation is no easy task. It requires a unique combination of proven experience, reliable technical resources and a commitment to understanding how public safety agencies and communications centers operate. By partnering with a consulting firm who can provide these qualities, you will receive the consolidation solution that best meets your needs.

RCC Consultants has helped public safety agencies around the country determine their consolidation needs.

We provide expertise not only in the design and planning for the technology, facilities, consoles and systems of a consolidated center, but also the business case and analysis of whether consolidation is the right path for your agency. RCC's services support the full range of consolidation processes, including:

CONSOLIDATION FEASIBILITY

- *Identifying requirements of all agencies*
- *Analyzing personnel, system and equipment needs*
- *Conducting feasibility studies*

DETAILED PLANNING

- *Forecasting staff needs*
- *Preparing governance and funding models*
- *Developing policies and procedures*

ORGANIZATIONAL AND FACILITY DESIGN

- *Designing space plan, consoles and systems*
- *Developing performance and quality metrics*
- *Planning and managing implementation and migration*

IS CONSOLIDATION RIGHT FOR YOU?

Consolidating services or communications centers can have many benefits, including:

- Improved interoperability among agencies
- Improved performance
- Cost savings with greater economies of scale
- A larger, more fully dedicated staff pool
- Standardized and enhanced training
- Reduced call-processing time
- A more rapid and efficient migration to new technologies

But consolidation isn't for everyone. Before choosing it, you need to carefully consider how it would affect your jurisdiction. Conducting a serious study into the feasibility of consolidation will help you understand the benefits and concerns for your agency.

RCC can help determine whether consolidation is right for you.

We have performed many E9-1-1 consolidation feasibility studies, and we have the expertise to understand not just the numbers but also the effects on related systems and personnel.

COMMUNICATIONS CENTER CONSULTING SERVICES

In addition to our consolidation planning services, RCC helps communications centers with:

- Staffing and Training
- Policies and Procedures
- Video, Voice and Data Systems
- Wireless Location Accuracy
- Next Generation 911
- Facility Design and Planning

WHY CHOOSE RCC?

RCC will ensure your consolidation plan or feasibility study meets your needs, today and tomorrow. We differentiate ourselves in three key areas:

EXPERIENCE

For more than 25 years, RCC has focused on helping local governments and public safety agencies meet their E9-1-1 and Communications Systems needs. We have designed regional, multi-city and intra-county consolidations for municipalities big and small.

TECHNOLOGY

RCC's teams have direct operational experience in E9-1-1, information and communications systems. They are trained in all manufacturers' systems, and use the latest technologies to maximize return on investment for our clients.

INDEPENDENCE

RCC is completely neutral, unbiased and independent, focused only on providing the best custom solution for you.

RCC Consultants – Supporting the public safety community for more than 25 years.



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